

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:4781

ANSWERED ON:15.12.2016

Airsewa Portal and Mobile App for Air Passengers

Gavit Dr. Heena Vijaykumar; Gupta Shri Sudheer; Jayavardhan Dr. Jayakumar; Kirtikar Shri Gajanan Chandrakant; Mahato Shri Bidyut Baran; Mahendran Shri C.; Radhakrishnan Shri T.; S.R. Shri Vijay Kumar; Satav Shri Rajeev Shankarrao; Singh Shri Kunwar Haribansh; Sule Smt. Supriya Sadanand; Suman Shri Balka

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government has launched an Airsewa portal and mobile app for air passengers recently;
- (b) if so, the details thereof along with the aims and objectives of the said move;
- (c) whether the Government has set up any statutory body to resolve complaints of air passengers and if so the details thereof;
- (d) the number of various complaints registered with statutory body by the air passengers during the last three years and the current year; and
- (e) the number of complaints resolved by the statutory body during the said period and the steps taken/being taken by the Government to provide hassle free and comfortable journey to air passengers?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) and (b): Yes, Madam. AirSewa Web portal and Mobile App has been launched to create a common platform for the users" grievance redressal relating to all stakeholders in the aviation sector, enable access to live flight status/ schedule and airport information besides providing answers to Frequently Asked Questions (FAQs).;

(c) : No, Madam.;

(d) and (e): Do not arise.;